November 2005

- **CARES Worker Web –** There will be an interim CARES Worker Web build in November with two visible changes:
  - ➢ CWW is not allowing the worker to enter a W-2 End Date of the 15th of the month or before once the new participation period begins (i.e., the 16th of the month). We will be changing the CWW logic for edit 'GL017 - W-2 End Date entered prior to the start date of the current participation period' to allow the worker to enter the W-2 End Date up until W-2 Pulldown.
  - ➢ The School District field is no longer used for any system purposes and it has been agreed by DHFS and DWD that it should no longer be required on the School Enrollment page. The short term change being done now is to remove the edit that makes the field mandatory. (The long term approach (1.4) is to remove the field from the page entirely.)

- **Re-engineering of the Milwaukee Change Reporting Center (CRC) –** This project is intended to streamline the change reporting process in Milwaukee. It includes the creation of a verification tracking database. This will allow the proposed verification center to collect, image, and act on all verifications which result from changes reported to the change center. This would replace the manual Lotus Notes database which Milwaukee currently uses. **NOTE: THIS PROJECT IS CURRENTLY ON HOLD.**

December 2005

- **COLA Mass Change** – At the end of November, we receive an electronic file from the Social Security Administration (SSA) containing the new January 1 Social Security payment amounts for our recipients. The Mass change runs in CARES about the first weekend in December and eligibility, premium amounts, etc are recalculated based on these new payment amounts.

- **FS Maintenance PCRs –** Some FS maintenance PCRs are scheduled to be moved in December as follows:
  - ➢ Currently in the system, when an expedited issuance FS application fails for month 1 and passes for month 2, month two is not issued as expedited.   This only happens when the application is processed after Adverse Action in the first month. This will be fixed so that if an application is found eligible for expedited issuance, this will apply to month 2 in these situations.
  - ➢ In order to regain eligibility for FS after an FSET sanction, there must always be a re-request. In certain instances CARES was not checking for this and this will be fixed.

January 2006

- **Enhancement of Child Support data exchange** is scheduled for implementation during November 2005. These enhancements will reduce worker workload by eliminating the need to interpret data sent from KIDS (State Child Support system). A new screen will display data currently received from KIDS in a different format. This is a Payment Accuracy initiative.

- **CWW 1.4 –** Enhancements to CWW will be implemented in January. These enhancements will include:

> ➤ MA Asset Assessment
> ➤ Eligibility query pages ("AQ" screens)
> ➤ Display of "Associated Case" on the RFA Summary page
> ➤ Change in menu item from "Mainframe Access" to "CARES Mainframe Access"
> ➤ Changes to the Absent Parent page to make it more user friendly
> ➤ Streamlining of Person Add and Person Delete functionality

- **Pre-natal Care for Non-qualifying Aliens and Inmates –** The policy change from the biennial budget will extend BC Pre-natal eligibility to certain non-qualifying aliens and inmates of public institution.

- **Employer Verification Health forms to Employers –** Included in the biennial budget changes effective January 2006 will be the requirement that EVF-H forms go directly to employers to complete and return. In support of this will be a tracking mechanism to identify those employers who do not provide health care coverage to any employees so that CARES can recognize these so no form will be sent or required from these employers.

February 2006

- **Application Timeliness Report -** The 2006 IM contract states the following performance standard: "All FoodShare applications and all Medicaid applications that do not involve a disability determination must be processed within 30 days. Expedited FoodShare benefits must be processed within seven days. If the IM Agency does not meet a 95% standard for timely application processing, the Department may implement the Corrective Action provisions as set forth in Section XXI of this Appendix". An automated report, including a "score" of percent of applications which are processed timely, will be ready for January '06 pilot run (in Waukesha, Dane and Juneau Counties) about mid-February.

- **IRS/PARIS Implementation –** Wisconsin is enrolled in this national program which allows states to view benefit information/recipients in other states. Approach will be to have central office staff work these reports.

- **Combined FS/MA 2nd party review will be implemented** to the counties. In this project, the State will pre-select cases to be reviewed, as currently done for FS 2nd party reviews. These will be loaded to IMQA for county processing (an Ops Memo is forthcoming on this). The IMQA system will have new screens and functionality added and current FS 2nd party review process will be combined as far as possible with the new.

- **Case Specific Tracking -** In this project IMQA will be expanded to monitor when errors based on QC findings (both FoodShare and MA) are identified. Additionally it will track when the county fixes them. It will also track the amount of liquidated damages the county will be charged for not fixing the case and/or having the state fix the case.

March 2006

- **Begin the Addition of CWW Non-Core Users –** Implementation of CWW access for non-core users is anticipated to begin in March 2006. This will begin after full

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implementation of CWW to workers with eligibility related update access to CR and AE which is expected to be completed by the end of December 2005.

- **IM Verification Changes –** These are included in the biennial budget. Exact scope and content of the changes to be included are currently being developed by the IM policy areas.

- **FPL Mass Change** – This annual Mass Change updates all open and recently closed MA cases applying to them the new Federal Poverty Levels.

April 2006

- **IMQA Support for the PERM project –** The PERM Pilot (currently in process) is not utilizing the functionality of the IMQA system, but the IMQA will be used during the program itself. A stand-alone module is proposed to be added to the IMQA system for this.

May 2006

June 2006

- **ACCESS version 4.0 Implementation of On-line Application -** This tool will allow individuals to apply for FS and MA through the internet. MA only applications will be sent to the worker's CARES in-box where the worker can 'pull' the data into CARES where it will be auto-populated. Eligibility can then be run and confirmed.

- **CARES Worker Web 2.0 – Mail-In Applications:** Web pages will be built in the In-Box subsystem of CARES that will mirror mail-in application forms in layout to facilitate entry. Once entered, this information can then be auto-populated into CWW.

July 2006

- **SSI/FS Combined Application Project -** In coordination with FNS and SSA, Wisconsin is exploring a demonstration project to provide a streamlined, centralized application process for FoodShare (FS) eligibility to Wisconsin SSI recipients. This project would increase the participation in the FS program of low-income elderly and disabled persons.

- **SeniorCare Functionality moved to the web –** The mainframe screens that collect and process SeniorCare applications and renewals will be moved to CWW. Included in this project will be the SC workload reduction and payment accuracy initiatives (see next item).

- **SeniorCare Workload Reduction and Payment Accuracy –** Multiple enhancements and updates are planned to be implemented after the renewal workload has decreased. These include:
  - ➢ Scheduling of Data Exchange screens during SC eligibility driver flow (as is currently done for county cases)
  - ➢ Additional enhancements to Address Discrepancy logic
  - ➢ Identification of companion case number

➢ Enhancements to allow the eligibility worker to more easily compare income reported at the current review to income reported at the initial SeniorCare application of prior review
➢ Enhancement to allow the eligibility worker to more easily compare income reported for other programs of assistance to income reported to the SeniorCare program.

August 2006

- **CARES Worker Web 2.1 –** This CWW project will include moving mainframe eligibility screens into CWW, and those changes required to support the ACCESS 5.0 Change Reporting Tool.

- **ACCESS version 5.0 Change Reporting Tool -** This function will allow the MA, FS or CTS participant to report changes on their case directly to their worker. The changes will be sent to the worker or change center in-box where the data can be pulled into CARES and the change processed.

- **CARES Generated Pre-printed Review Form –** Concurrent with CWW 2.1 will be the implementation of a pre-printed review form to be produced out of CARES for all MA only cases.

- **Revamp/Update Review Notice –** Updates are required to the Notice that informs clients of their need to have a review of eligibility. These changes are to the language at the program-specific level (e.g., MA review does not need to be face-to-face). These changes will be required to be in place for implementation of the Pre-Printed Review Form.

September 2006

- **Food Stamp Federal Poverty Level Conversion -** In September of each year, we update the shelter standard, allotments, 130% FPL test limits and, sometimes, the standard deduction. This mass change usually occurs the first weekend in September.

October 2006

- **ACCESS version 6.0 –** A Spanish version of "Am I eligible" has already been implemented into ACCESS. This release will be the Spanish version of "Check My Benefits", "Apply for Benefits" and "Report My Changes".

November 2006

- **MCI ID to be added to SSI MA –** The MCI identifier will be added to all SSI MA individuals (from SDX). We are exploring the opportunity to achieve this by adding SSI MA into the CARES system. This needs to be in place prior to implementation of the MMIS replacement system InterChange (iC).

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